



St Francis Xavier
Primary School

ST FRANCIS XAVIER SCHOOL
GRIEVANCE POLICY

INTRODUCTION:

At St Francis Xavier School we encourage conflict resolution strategies which promote the dignity of all.

RATIONALE:

At St Francis Xavier School we encourage all children to realise their full potential, in an atmosphere which reflects Gospel values. We want children to learn in an environment that is happy, safe and respectful. We as adults are role models of the behaviour exemplified by this belief. We act with dignity and compassion. We do this by maintaining open and honest communication with an emphasis on building community rather than marring reputations. Everyone is listened to and problems are solved confidentially and as expeditiously, cooperatively and fairly as possible, taking into consideration a variety of needs.

We would attempt to resolve issues before they result in conflict.

POLICY:

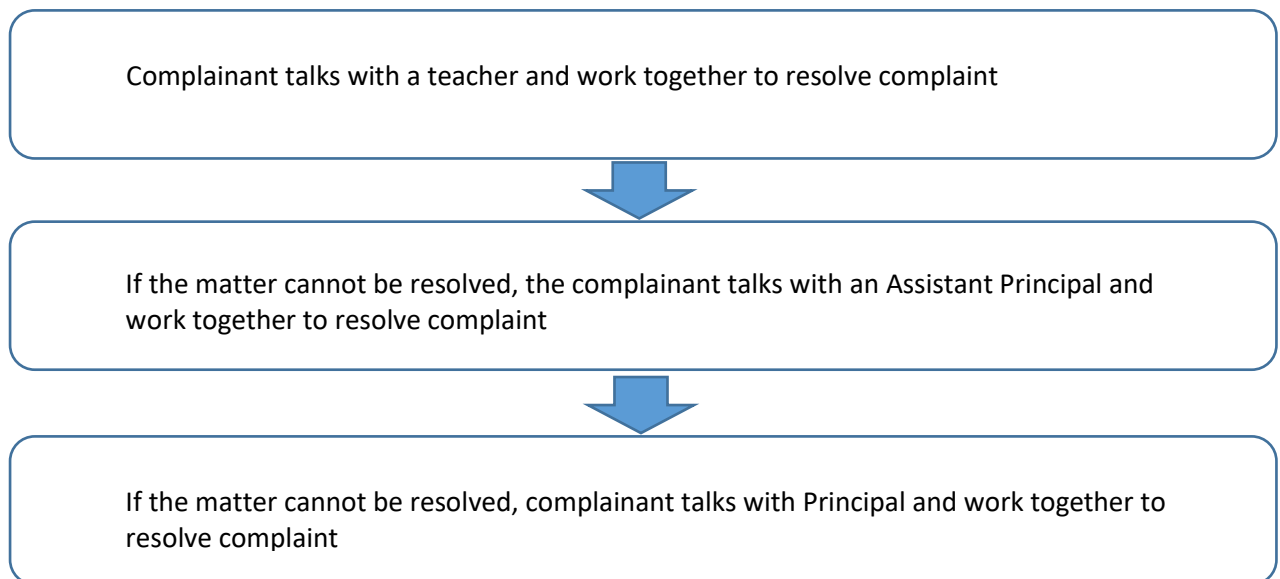
St Francis Xavier is committed to effective grievance management by managing student, parent and guardian complaints in an accountable, transparent, timely and fair manner, while protecting the health and safety of St Francis Xavier employees through proactive management of unreasonable complainant conduct.

GUIDELINES:

- Confidentiality is paramount
- Focus on the issue
- Stay calm when talking through your concern
- Explain who was involved, what happened, what you did, what you believe was unfair or unjust
- Every endeavour will be made to solve grievances at a local level
- An investigation and/or appropriate action will be discussed, carried out and followed up

- Remember that there are always two sides to the story. It is recognised that many of us have different perceptions of the same reality
- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond
- Recording of issues will be undertaken when grievances are brought forward
- The rights, responsibilities and expectations articulated in the St Francis Xavier Behaviour Plan 2018 upDATED which includes Anti-Bullying procedures are upheld and followed
- Brisbane Catholic Education protocols and procedures will be adopted as required.
- Constructive conflict helps everyone to learn, grow and change for the better. Where both parties agree to seek a positive resolution, positive outcomes are likely to result
- St Francis Xavier School will maintain a register of complaints
- The time required to resolve a complaint depends on the complexity and nature of the complaint, as well as employee availability. Receipt of a complaint will be acknowledged as soon as possible. Additional time may be required if a complaint is submitted towards the end of a school term, or outside of school terms.

MANAGING A COMPLAINT ABOUT A TEACHER OR A STUDENT



MANAGING A COMPLAINT ABOUT A SCHOOL PROCESS OR POLICY

Complainant talks with an Assistant Principal and work together to resolve complaint



If the matter cannot be resolved, complainant talks with Principal and work together to resolve complaint